



# PEOPLE ON THE MOVE

A RESOURCE EQUIPPING CHURCHES TO WELCOME AND SUPPORT MIGRANTS,  
REFUGEES AND INTERNALLY DISPLACED PEOPLE

This resource has been developed in partnership between the Anglican Alliance and Anglican Communion Advocacy and UN Team. The resource grew out of conversations at the Global Anglican Migration Working Group and we are very grateful for the support of a working group from across the Anglican Communion who helped develop the resource.

**Anglican Communion Advocacy and UN Team**

The Advocacy and UN team strengthens how Anglicans, including the Archbishop of Canterbury, advocate in response to conflict, refugee movements and environmental crises through political capitals and international events, including at the UN.



**Anglican Alliance**

The Anglican Alliance serves to connect, equip and inspire the worldwide Anglican family to work for a world free of poverty and injustice and to safeguard creation. The Anglican Alliance was born of the 2008 Lambeth Conference and is an initiative of the Archbishop of Canterbury and the Anglican Communion mandated to bring together development, relief and advocacy work across the Anglican Communion. The Anglican Alliance belongs to everyone in the worldwide Anglican family committed to working for a world free of poverty and injustice.

Promoting safe migration and tackling human trafficking is one of the core priorities of work for the Anglican Alliance, as it connects and helps to equip the ministry of the churches across the Communion. Since, 2014 the Alliance has been working in this area, bringing together churches from across the Communion and beyond to share learning, best practice and work together strategically.



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## Foreword

In today's global context, migration is increasing at an unprecedented rate, driven by a complex mix of factors including climate change, conflict, rising poverty, and reductions in international aid. This is not a distant issue. Migration will increasingly affect us all, as more people are forcibly displaced by the growing impacts of conflict and climate-related disasters. Alongside this growing need, we are witnessing a troubling rise in hostility towards those who migrate, making the work of welcome and support more urgent than ever.

Across the Anglican Communion, churches are responding with compassion and courage, offering sanctuary, practical assistance, and spiritual care to those most vulnerable. Over the past year, I have had the privilege of participating in the Global Anglican Working Group on Migration, where I've heard powerful stories of churches stepping up to meet the needs of migrants in their communities.

This resource has been developed in response to increasing requests for guidance and support from churches seeking to strengthen their response. My hope is that it will serve as a source of encouragement and practical help, equipping churches across the Anglican Communion and beyond to live out the gospel call to love our neighbour, especially those who find themselves displaced, vulnerable, and in need of welcome.

Rob Dawes, Executive Director, Anglican Alliance



## Introduction

We live in a world where more than 300 million people are migrating.<sup>1</sup> Some of the greatest human movements in history are happening today: and that means there are people near you who are, have done, or are considering, migrating. Therefore it is important that we are ready to help migrants, refugees and internally displaced people with the love, message and care of Jesus, for we never know when we may be on the frontline.

These resources aim to enable you and your church to:

1. Plan for the arrival of migrants and refugees.
2. Educate your community about the needs of migrants.
3. Uphold the rights of migrants and refugees in your society/country.
4. Provide care and support to migrants, both practical and holistic, including spiritual, emotional and psychological.
5. Build alliances with partners seeking to do the same.

## Glossary

**Migrant-** 'There is no universally accepted definition of the term migrant, and the term is not defined by international law. Traditionally, the word migrant (or, more accurately, international migrant) has been used to refer to people who choose to move across international borders, not because of a direct threat of persecution, serious harm, or death, but exclusively for other reasons, such as to improve their conditions by pursuing work or education opportunities, or to reunite with family. Migrants in this sense of the word – unlike refugees – continue in principle to enjoy the protection of their own government, even when they are abroad. If they return, they will continue to receive that protection.'<sup>2</sup>

**Refugee-** a person outside their country of origin to escape conflict, violence or persecution. Defined in the 1951 Refugee Convention as having a well-founded fear of persecution based on race, religion, nationality, political opinion, or membership in a particular social group. They cannot safely return to their home country.<sup>3</sup>

**Internally Displaced Person (IDP)-** a person forced to flee their home due to conflict, violence, persecution or disasters, but remaining within the borders of their country of origin.

## Preparing to Welcome

We don't all live in countries that have the rule of law or supportive central government authorities. Consider very carefully your own safety and position before you engage in refugee and migration care work. Is your work going to be welcomed? Will you need to operate in a dangerous context? Does your team understand the seriousness of the issues and cases they will encounter? Are you going to be breaking laws by helping migrants?

If you have good government authorities, check with them about what they are already doing and see if you can support it, or provide their work with resources. They may also be able to connect you with other non-governmental organisations doing similar work, enabling you to save resources. Remember too that migrants can be exploited by criminal gangs who are ruthless, violent and aggressive. If law enforcement agencies are friendly, make sure you liaise with them. Work hard to avoid physical risks to you and your team. Before you begin ensure you have considered the safety of all involved. You may find the risk assessment and preparing to welcome guidelines in the appendix useful.

<sup>1</sup> <https://www.un.org/en/global-issues/migration>

<sup>2</sup> <https://www.unhcr.org/glossary>

<sup>3</sup> <https://www.unhcr.org/uk/about-unhcr/who-we-protect/refugees>



# Mental Health

A person who has voluntarily migrated will have dark days when they miss home; any other category of migrant is most likely to have much worse. Displaced people may have witnessed (or experienced themselves) torture, violence, sexual violence, and prolonged periods of fearing for their lives.

As such, be aware that:

- Migrants can carry a lot of trauma and PTSD (Post-Traumatic Stress Disorder). This affects both adults and children, and requires specialist help.
- Professionals also talk about MHPSS: Mental Health and Psycho-Social Support. This is a term referring to the support we can give to people in community that helps uphold their mental health.
- For good mental health, people will need to feel physically safe. It is important to provide a space where they can feel they can truly relax, free from fear and danger. Take into consideration the differing needs of children, women and girls to ensure that they feel safe from harm.

It's also really important to ensure you can communicate with people, because they might need to tell you important information. Make connections with interpreters if you need to communicate in other languages and bring in outside specialist support from local authorities (if they are safe and supportive) or from NGOs.

Additionally, ensure that any written information distributed is both in the language of the migrants or refugees, and set at a level they can understand. Don't use technical, complicated language; rather make things simple.

People who are far from home will want to talk with their families, loved ones, and people who matter to them, so if you can provide them with the ability to call friends and family, this will be greatly appreciated by them, and allow them to put their own mind and the minds of others into a place of greater ease.

## Actions that can be taken immediately include:

- Seek out counselling training for you and your team, so you are better equipped - but don't pretend to be professionals.
- Seek to ensure provision of counselling or mental health support along the entire migration pathway where you are living by connecting with established professionals.
- Call UNHCR, the UN Refugee Agency, to see if there are partnerships or if there is extra support available. The UNHCR operate in a large number of countries across the world to support refugees and may be able to offer assistance in your context.
- When talking to someone, let them talk. Listen to their stories:
  - » However: do not force them to tell their story time and again, particularly if it is clearly painful for them.
  - » Do not force people to speak to you either. People will be scared and may take time to trust you. Some will be from home countries that operate as police states; thus they will fear you will betray them to the authorities.
  - » Some people who do not want to talk may be particularly scarred or traumatised. Make sure you pay attention to all people so that quieter individuals are not overlooked.
- Empathise with the person with whom you are speaking. You cannot fix their problems so do not offer solutions. That's okay. You are helping them by listening and validating their feelings as legitimate. Listen, but do not promise to do what you cannot do.
- As ever, ensure females deal with female and males with males.
- Involve (to the extent possible) refugees and migrants in decision-making bodies locally, to give a sense of dignity, ownership, purpose and agency.
- Be warned: this will be hard for you emotionally. Ensure you and your team get appropriate times to decompress, talk, share and be recipients of help.
- Where feasible, signpost people to different professional agencies for support.

# Legal Issues

Refugees, Asylum Seekers, Migrants and Internally Displaced Persons (IDPs) will often all look similar, and be facing similar challenges. However, the legalities around them can differ.

- The term **Refugee** is defined in the 1951 Refugee Convention. There are more detailed definitions in regional instruments in Africa and Latin America.
- As such: check which definitions apply in your host country, and make sure you are aware of national law.
- In essence, refugees are fleeing violence and have been compelled to leave their home.
- People are refugees until they are determined to be something else.
- Refugees are protected from *refoulement* (which means being forcibly returned to their country of origin or a country where they will be persecuted).
- **Asylum Seekers** are potential refugees. They are awaiting assessment of their refugee status. They should initially be treated as refugees.
- **Internally Displaced Persons (IDPs)** are people forced to leave their home but who remain within their country of origin. The legal rights of IDPs are thus technically the same as those of other citizens of that country.
- **Migrants** are people who have chosen to leave their country, often for economic reasons or to reunite with family. Migrants often have less legal protection.
- **Statelessness:** some people will have no documentation and will never have had documentation. Specialist help is thus needed to assist these people.

Always be aware of the legal situation in which you operate, and partner if you can with local organisations doing similar work, to enhance the pool of expertise.

- Note that refugees will often be mixed in with migrants, moving in groups.
- It is thus important to talk with people, listen to their stories, and to determine whether the person is a refugee or migrant.
- The refugee may have access to more state help than the migrant - or equally, the refugee could be in far greater need than the migrant.

Specialist help can include organisations like UNHCR, state agencies, and other NGOs. Reach out to these organisations (if safe) to get support from them. In particular, large NGOs will often have specialists who can deal with the unique challenges posed.

Remember, some organisations such as UNHCR and the Red Cross cannot be political; they will offer assistance and care but never take a side in a conflict.



# Supporting those Looking to Migrate

Many churches play a vital role in supporting individuals before they embark on their migration journey. Whether migration is voluntary or forced, people may leave their homes due to conflict, oppression, climate change, or economic hardship.

You could offer meaningful support in several ways:

- **Preparation Assistance:** Helping individuals understand what to expect, gather necessary documents, and connect with resources.
- **Spiritual and Emotional Support:** Providing prayer, pastoral care, and a sense of community.
- **Practical Help:** Offering language classes, legal aid referrals, or help with travel logistics.
- **Continued Connection:** Where possible and appropriate, you could maintain contact via phone or email after the individual has left the community. This ongoing relationship can offer encouragement and a sense of belonging. You may be able to connect individuals with churches in the countries that they will be travelling to or through.

By walking alongside migrants in both practical and spiritual ways, churches can be a source of hope and stability during a time of transition.

**The Just Good Work App** is a valuable resource for individuals from specific regions who are considering migration for employment. It offers practical guidance in multiple languages, empowering users with the knowledge they need to navigate their journey safely and confidently. The app provides essential tools and information, including:

- Step-by-step guidance on job application processes.
- Clear explanations of legal rights and responsibilities.
- Insights into what to expect in destination countries.
- Access to local helplines and support services.

By equipping users with this information, the app helps reduce the risks of debt, deception, and exploitation, ensuring migrants are better prepared and protected throughout their journey. It is available to download from the Android and iOS app stores.

# Communicating with and for Refugees, Migrants and IDPs

Some migrants strongly miss their home (depending on the reasons they left), and want regular contact with those they left behind. Many will feel lost and isolated in the countries in which they find themselves and feel frustrated with the communication difficulties they are experiencing.

As such, you can:

- Provide language lessons.
- Give tips and advice on being culturally sensitive and managing social etiquette.
- Provide access to translators or conversations with people who speak the same language.
- Involve (to the extent possible) refugees and migrants in decision-making bodies locally, to give a sense of ownership, belonging, purpose and agency.
- Ensure materials provided are in the language of the migrant.
- Ensure materials provided are written simply to ease their understanding. You don't know what level of

- language or education the migrant may have, so ensuring ease of communication is essential.
- Simply be a friend to them; spend time chatting and getting to know the person, and discovering their unique insights, skills and abilities.

Remember, the best form of communication is body language. Offering a warm drink, with a large smile, will say far more than words.



# Returning Home

Most refugees and displaced persons want to return to their home. Yet the reasons they fled their home are often complex, and so there may be reluctance to return.

As such, to aid people who want to return home:

- Provide them with information from reliable news sources about their country of origin.
- Connect with churches in their country of origin- the Anglican Communion (as well as other church networks) is a global network, and in-country church communities may be able to help facilitate returns.
- Talk through with the affected people the logistics of what they will need to do, and the documentation they will need: seek to ensure as much as possible is in place pre-travel.

## Consider:

- **Peace:** If they fled a conflict, has peace returned? Who won the conflict - their group, or another group? Will there be revenge attacks, or persecution from people who see those who fled as "betraying" the cause?
- **Fear:** Returning home, will they have to live next door to the people who oppressed them?
- **Destruction:** People will also be asking if they have a physical home to return to? Was it burned down, or stolen?
- **State capabilities:** And are there any support services in place? Is there law, order and a functioning government to aid with resettlement and reintegration?
- **Money:** on a practical level, people may not have the funds to return home.

# Faith Aspects

A person's faith is integral to them, and a vital and crucial part of how they see, understand, and process the world. Their faith provides a community, a framework, and rituals of safety and comfort. Most cultures recognise spiritual health as part of general health.

International standards require that humanitarian work with migrants, refugees and IDPs should not be done with a view to proselytism or conversion.

If appropriate, invite migrants and refugees into your church community, and use symbols such as candles to help them feel calmer or connected with something more familiar. Work to understand the faith of migrants so that they may be connected with appropriate places of worship and faith communities to help them find support. You may need to provide or make a space for them to worship or reflect in peace and quiet if no wider support is available.

Remember that even though people might be from the same place geographically, their traditions, religions and

cultures may be very different. Be culturally sensitive and try to avoid making generalisations, instead seeing each person as an individual. Seek to accommodate people of all faiths, and no faith, even inviting them to organize their own desired small groups for spiritual reflection.

## Consider:

- Dietary considerations: does the person's religion restrict what they can eat? For example, do not offer pork to Muslim refugees.
- Ensure females deal with females: delineations of gender roles are strong in many religions and cultures.
- Your actions should show your faith. Love people by how you behave. Do not seek to proselytise or pressure them into a conversion- and be aware, that anything you say may feel to them like pressure because they are accepting help from you. The consequences of proselytisation can be highly negative and alienate the very people you wish to help.

# Theology of Migration

The fundamental principle of the Christian life is to love God with all our hearts, and as a corollary of that, to love our neighbours as ourselves (Matthew 22:37-40). Jesus gave us a clear indication of who our neighbours are in the parable of the Good Samaritan: the despised outsider was indeed the one who proved to be the real neighbour (Luke 10:25-37). Again, Matthew 25:35 says "For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in."

It is clear that, as Christians, we are called to welcome strangers and to love our neighbours. This includes providing hospitality and welcoming migrants and refugees.

We see many examples of being refugees and migrants and welcoming the stranger in scripture:

- **Abraham's** welcome to the three strangers, who were actually angels (and note the blessed news they brought him!) (Genesis 18:1-14).

- **Joseph's** story of being sold into Egyptian slavery but rising to become a great blessing to Egypt (Genesis 37-47; 50).
- The story of **Ruth**- how she followed her mother-in-law Naomi out of dedicated love into a foreign land, was given opportunity to care for her Naomi by good laws, and how Ruth was able to contribute and marry into the lineage that later produced King David.
- And not least, the flight of the **holy family**, of Joseph, Mary and the child Jesus, as refugees into Egypt to escape persecution from King Herod (Matthew 2:13-23).

Inform yourselves about humanitarian norms, standards and practice. Engage in dialogue with humanitarian, human rights and other actors. You will find that, despite different vocabularies, they all share fundamental human values consistent with, and often inspired by, Christian theology, recognising the dignity of each human being - in Christian terms, a child of God.

# Pastoral Care Services in Refugee Camps

While access to UNHCR refugee camps is restricted, faith leaders in the host countries of refugee camp(s) could work through UNHCR authorities to make contact with faith leaders already within the camps, who are often leading organized religious events, including worship services. Ask refugees who are the people leading pastoral care and assisting them inside their refugee camp. This can provide helpful information that could lead to a higher level of advocacy and support for the various faith actors who are also themselves refugees.

Providing prayer books, hymn books, and other sacred texts can help build connection and spiritual support in refugee camps. Subject to UNHCR rules and regulations for refugee camps, faith leaders in host countries can be encouraged to visit and bear witness to the faith of those who reside in the refugee camps as a symbolic reminder that they are not forgotten.

Different faith communities will have similar needs, and working together on shared concerns can be important. Pastoral care should be done with the deepest respect for other faith traditions and for seeking shared human



values together, not as an assertion of the superiority of one's own particular faith tradition.

## Child Specific Care

Children who have left home and migrated vast distances may be carrying trauma and experiencing a sense of helplessness. This can produce behaviours that display the internal pain and struggle they are experiencing, and as such **childcare experts need to be involved** in assessing mental health and ensuring children are with parents or family members.

Safeguarding the health and protection of children should be a **major priority**, so ensure your **church safeguarding officer** is involved and the wider diocesan support teams are aware, as they will have further contacts and skills on which they can draw. It is important to provide safe, welcoming spaces for children where they feel protected, supported, and free from fear or risk.

Don't underestimate the need for spiritual care for children: there is lots of evidence that children are in a better place mentally when they have access to spiritual support. The UN Convention on the Rights of the Child points to spiritual nurture as core to healthy child development in article 27.

Children should always be treated as victims, though be aware that they may have been in situations that required them to do horrendous things. For example, a child soldier may have killed people and need specialist trauma counselling and supervision.

Remember these points:

- **Children must get priority access to any resources** (food, water, shelter, warmth, hygiene, medical care).
- Check if a child is accompanied or unaccompanied. A child traveling by himself or herself is extremely vulnerable.
- To the extent possible, seek to work out if a child is with parents / family, or with traffickers.
- **REMEMBER:** you might not be able to do anything about this at the present moment, but ensure it is noted and reported.
- Children accompanied by adults may be reticent and hard to communicate with. You might not be able to do anything about this.
- **Children need everything adults need-** and more. Ensure they have a sense of security, safety, access to toys and places where they can play, and counselling support.



# Awareness of Exploitation and Human Trafficking

Migrants, refugees and IDPs are vulnerable people, and criminal networks exploit them. Offering them work, opportunities or a lifestyle that they can only dream of, the gang can take away a person's money, passports, and documents, and bring them to another country (not necessarily the one originally promised to them). The criminals effectively control their victim, and force them to do what the criminals want, such as prostitution, working as a drugs mule, or to labour on a farm or building site, etc.

Human Trafficking can take a number of forms including:

- **Labour exploitation**- being forced to work, including on farms, factories, etc.
- **Domestic servitude**- working in a private household, typically carrying out tasks such as cleaning, cooking, etc.
- **Sexual exploitation**- including forced prostitution.
- **Early and forced marriage**- this includes child marriage or being forced to marry against a person's will.
- **Organ trafficking**- removal of a person's organs without consent.

There are signs to look out for, and these include:

- Passivity: a person seems very 'crushed' by the world.
- Avoidance of eye contact.
- A person is never seen outside without someone else accompanying them. There is often an adult figure hovering near the person, checking they don't go too far.
- Women are very often the victims: be especially vigilant for signs in situations concerning women.
- The absence of 'normal': you may get a sense that something does not seem right.
- Going missing- an individual may not be in contact for long periods of time or go missing without any explanation.
- Unexplained injuries.
- Unwillingness of the person to be referred to agencies or authorities to receive support.

If you have any doubts, contact your church safeguarding officer for further guidance. Where the individual or someone else is at risk of serious harm, contact law enforcement. You will grow better at spotting these signs with experience.

Due to their increased level of vulnerability, migrants can be vulnerable to human trafficking at any point throughout their journey or in their destination country. Traffickers can also prey on the homeless and those

accessing immigration support services.

Further information on human trafficking can be found here:

- Human-Trafficking: <https://www.unodc.org/unodc/en/human-Trafficking/Human-Trafficking.html>
- People on the move - Anglican Alliance: <https://anglicanalliance.org/what/people-move/>

The Anglican Alliance's [Freedom Sunday Resource](#) also provides further information on how churches can raise awareness of, and respond specifically to, human trafficking.



# Advocacy Toolkit

When working with migrants, refugees, and IDPs you will become aware of a vast labyrinth of challenges and injustices that they are facing every day. This is a chance for you and your church to be advocates for their needs.

Advocacy can take many forms:

## 1. Reduce discrimination and xenophobia

- Counteract negative stories in the press by approaching journalists with positive stories of refugees and migrants impacting your community to improve it (though only with the consent of those affected).
- Ensure positive stories about refugees are shared in your church during services and gatherings.

## 2. Change policy

- Write to your local government or regional political representatives (if safe) and tell them of the issues being faced. Seek a meeting with them to explain the challenges, and ask them what they can do.
- Network and work in coalitions with other groups campaigning for the same issues. This will amplify your voices and prevent you from reinventing what has already been done.
- Press for policies in your state to be brought into line with international standards.

## 3. Remind

- Remind decision makers of their legal obligations to care; of their obligations under international law.
- Remind as many people as you can (via church, via social forums, via the media) of good news stories of how migrants have contributed to society, and how societies that allow migrants to work and contribute experience better economic growth.

## 4. Media

- Build relationships with news media outlets.
- Prepare news stories as ready for publication as possible.

- Reach out to news organisations with short messages outlining:
  - The work you are doing.
  - The key issues being faced.
  - Your calls for help / change in policies.
- Identify your key messages; get a spokesperson for your work who is willing to speak and communicate clearly the needs of the refugees and migrants.
- Avoid targeting specific individuals - keep your message positive and ideally neutral from politics.

## 5. Consult and inform

- There is a "do no harm" principle: ensure whatever you do, there are no negative, unforeseen, consequences. As such, involve refugees and migrants in advocacy, as they will see dangers that you might not.
- Inform yourself of the legal rights and protections that migrants have: then, make sure the migrants also know their own rights and legal entitlements.

## 6. Always use evidence

- In any advocacy, ground what you are saying in real stories, real experience, and real evidence.
- If you have resources, you can get proper research firms to help you produce evidence that stands up to analysis.
- Ground your work and advocacy in the experiences and priorities of the actual refugees and people you are working with.

## 7. Host public and private events

- Bring local people into a public meal and give a talk on the needs of refugees and migrants, and what you are doing to help them.
- Invite key people who can make decisions into private meetings; build relations with them and ask if they can make changes to facilitate your work and refugee care.

# Appendix A: Practical Preparations

The points below provide a starting point for a number of areas through which your church could prepare to welcome migrants, refugees and IDPs. Each area is highly dependent on the context and culture within which you are working and you should consider carefully how the below points could inform your response accordingly.

## Food

- Make a storehouse of tinned foods and dried goods that will last: stock up on these items when you can so that you are prepared for the arrival of migrants and refugees when they come.
- Remember that some foods will be culturally sensitive: for example, Muslims and Jews will not eat pork, and there might be restrictions on leavened or unleavened bread.
- Grains are excellent foods to have in storage and ready to supply. Being able to provide bread is also very useful.
- Don't hand someone a bag of rice if they cannot cook it. Therefore, seek to provide equipment, a kitchen space for people to cook food, or food they can consume without cooking.

## Water

- Ensure you have good access to clean water, and vessels in which to store the water. Reusable bottles are best, though plastic might be inevitable.
- Give access to wash areas that are gender specific: women in women-only spaces, and men in men-only spaces.

## Shopping

- Consider providing some cash or a prepaid debit card for people to go to a shop and choose their own food: this gives them dignity and agency.
- Make sure to supply some bags for them to carry purchased food items.
- In any situation in which money is given to support a family, be aware of cultural attitudes towards money. In some cultures, it will be normal for male members of the family to exercise a strong degree of control over finances. Be aware of this if you give money for the whole family. If the mother will take money without concern for her safety, this can be an effective way of delivering support.
- If you give cash to people in order to help them, make sure that the context around you and them is secure. In some places, the provision of cash makes the refugees or migrants targets for robbers and thieves, compounding trauma and placing them at risk of violence, coercion and abuse.

## Clothes

- With clothing, consider the seasons to ensure clothing is warm enough, and be alert to bed bugs: they can infect clothing and materials, so make sure

you are able to wash clothes at above 60 degrees Celsius or freeze materials in order to kill bugs.

## Hygiene

- Store hygiene products including soap, toothpaste and sanitary products ready to provide when needed.
- Be aware of the stigma around menstruation and provide menstrual hygiene products in bathrooms and toilets along with a dignified way to dispose of the used items.
- Provide nappies/diapers for babies along with a provision for disposal or reuse depending on the type provided.

## Shelter

- Depending on your climate, ensure that you can provide shelter from the sun, or shelter from rain and cold. As such, blankets are always useful, as is plastic sheeting: these help provide essential warmth and dryness.
- In hot climates, provide shade and seek to create spaces that are cooler to give relief from the heat. Invest in fans that can provide a cool breeze.
- In all of this, ensure you are complementing existing work rather than investing in items another organisation already has, while other key items are missing.
- Be aware of the safety and security of women, especially young adult women and lone females. They are at a heightened risk of abuse from men who seek to take advantage of their situation. For example- is there lighting available in areas where they are staying?

## Money

- Some migrants might leave home with sufficient amounts of money to support themselves and their families, but on the journey this can be depleted by unexpected problems, currency conversions, smugglers and traffickers, as well as petty criminals.
- Migrants thus often become desperate and enter into situations that are dangerous and criminal in return for money and assistance. These can include:
  - a) Becoming a 'drugs mule': carrying narcotics and illegal substances from one place to another in exchange for financial assistance.
  - b) Working in prostitution: people might try to sell their bodies in exchange for finances to help them migrate further. This is survival sex and is abuse.



- c) Stealing and theft: normally law-abiding people might turn to crime themselves to fund their journey onwards.
- Other migrants leave home with family and friends promising to send them money electronically. The migrants collect money as they move along the route - though of course they are dependent on the sending family/friends. If that relationship goes wrong, the migrant can find themselves in deep trouble.
- When planning to give aid and assistance to migrants, consider making a fund of cash available to be able to provide support and assistance.
- Make sure you have good oversight of any cash assistance programmes offered. Ensure to the best of your abilities that there is good accounting; that volunteers are not being tempted to steal; and that hand-outs of cash are carefully monitored.

## Volunteering

- If you are able to in your context, allow refugees and migrants to volunteer in the provision of care and services to other refugees and migrants.
- This gives dignity, companionship and builds friendship.

## Housing

- Access to housing will be difficult unless government agencies are involved, due to the migrants having a lack of documentation or landlords being unwilling to trust migrants. Thus there is scope for:
  - a) Assisting migrants with documents, including gaining access to any government benefits.
  - b) Advocacy for migrants with providers of housing.
- In the meantime, temporary housing might be needed, especially for families. It is important to provide locations for families that are secure and stable, as this creates stability, privacy and gives parents and children a place to truly rest.
- Make sure any housing you provide is truly safe. Those migrants who are being trafficked or smuggled might have criminals hunting them and trying to find them. As such, recognise the threats that migrants who have arrived through criminal routes might be

facing, and seek to minimise these risks. Establish all necessary contacts with law enforcement agencies and ensure that accommodation for vulnerable people is truly secure and safe.

- Link people with other agencies to provide any chairs/beds/cooking equipment needed if you cannot provide.

## Medical Care

- Medical needs must be addressed quickly to avoid any complications developing. Ensure that connections are made with healthcare professionals and doctors as soon as possible.
- An assessment of needs and nutritional state is vital. Assessment should include:
  - a) Checks concerning diseases that could spread.
  - b) Checks concerning the nutritional state of individuals.
  - c) WASH (Water, Sanitation and Hygiene).
  - d) Any long term health conditions that need active monitoring and medication e.g asthma, cancer etc.
- Make sure that help is offered to those seeking to understand how the healthcare system works where you live. Your home system might seem obvious to you, but to a foreigner it can seem confusing and overwhelming.
- Look out for displaced persons with disabilities, including learning, hearing, sight, mobility or hidden disabilities, as these people may require specific care and access to unique services.
- Ensure that medical care provided is given by people of the same sex as the person being helped (i.e. female provider to female patient; male provider to male patient).

# Appendix B: Risk Assessment

The risk assessment template below has been designed for projects serving and working alongside migrants, refugees and IDPs. Complete this template before activities begin. File securely and share with the activity lead, safeguarding officer, and other key contacts as applicable.

Project/Activity Name:  
Date and Time:  
Location/Address:  
Activity Lead: name and phone number:  
Safeguarding Lead: name and phone number:

**Safeguarding & Compliance**  
Ensure Church safeguarding policy followed and safeguarding checks in place where required.

Risk Register (identify hazards and controls)

| Risk | Who might be harmed? (incl. migrants, volunteers, children) | Likelihood (L) (1-5) | Severity of Impact (I) (1-5) | Risk (LxI) | How will you mitigate the risk? |
|------|-------------------------------------------------------------|----------------------|------------------------------|------------|---------------------------------|
|      |                                                             |                      |                              |            |                                 |
|      |                                                             |                      |                              |            |                                 |
|      |                                                             |                      |                              |            |                                 |
|      |                                                             |                      |                              |            |                                 |
|      |                                                             |                      |                              |            |                                 |

Decisions/action plan based on discussion of risks and their mitigation:

Safeguarding Officer (name & sign/date):

Activity Lead (sign/date):

**Incidents & Learning (complete after activity)**  
Incidents record (reference number & summary):

# Resources, Partners and Trusted Organisations

- Global bodies**
- UNHCR (United Nations High Commission for Refugees) [learning portal](#).
  - [RefWorld](#) - global database of law concerning refugees.
  - [IOM](#) (International Organization for Migration)

- Regional bodies**
- United States context:
- Refugee Resettlement ([Episcopal Migration Ministries](#))
  - [Refugee Council USA](#).
  - [International Refugee Assistance Project](#).
  - [National Immigration Forum](#).
  - [National Immigration Law Center](#).

- European context:**
- [European Council on Refugees and Exiles](#).
  - [European Resettlement Network](#).

- Asian context:**
- [Mission for Migrant Workers- Hong Kong](#).

## Thanks and Sources

We are thankful to UNHCR, Episcopal Migration Ministries, and the host of other contributors for their help in making this resource.

- Sources:
- UNHCR Emergency Handbook, v.1.0.1
  - Episcopal Migration Ministries, Toolkit for churches and individuals responding to refugees and displaced persons in Europe, The Episcopal Church.
  - The Lutheran World Federation and Islamic Relief Worldwide (2018) A faith-sensitive approach in humanitarian response: Guidance on mental health and psychosocial programming. LWF and IRW: Geneva and Birmingham. Project leads: Michael French, Atallah Fitzgibbon.

